MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2015/2016

MHC7113 – HISTORY AND CONCEPTS OF KNOWLEDGE MANAGEMENT

(All sections / Groups)

22 September 2015
10.00 AM – 12.00 PM
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages (including this cover page).
2. Answer ALL questions.
3. All questions carry equal marks and the distribution of the marks for each question is given.
4. Print all your answers in the Answer Booklet provided.

Question 1

The organisation's culture is the set of values that helps an organisation's stakeholders understand what it stands for, how it does things and what it considers important.

a) What are the factors that influence the organisation's culture

(10 marks)

b) Define with example the culture intensity and culture integration?

(15 marks)

Question 2

a) How to manage innovation through the use of cross functional development team?

(10 marks)

b) There 3 forms of innovation. Explain in detail.

(15 marks)

Question 3

Transformational leadership is ideal for knowledge based organization.

a) Define transformational leadership

(10 marks)

b) How transformational leader does enhance the motivation, morale and performance? What are the tips to become transformational leader?

(15 marks)

Continued...

Question 4

a) What are the forces for organisational changes?

(10 marks)

b) Name and explain the areas of organisational change

(10 marks)

c) What is the KM Context of HR Management?

(5 marks)

End of Paper